INFORMATION TECHNOLOGY SPECIALIST

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class comprises a responsible, non-supervisory position in the Fire Communications Division, the primary duties of which include the design, implementation, and maintenance of a computerized fire department records management system and maintaining the department network servers. The employee of this class works closely with departmental administrative and supervisory personnel to assure that departmental records management system is kept current and maintained for the purposes of tracking departmental activity. The Information Technology Specialist provides technical assistance to others responsible for data entry. The employee of this class serves as the department liaison with other area public safety agencies relative to the communication of records and information. The Information Technology Specialist works under general supervision, reporting to and having work reviewed by the Chief of Fire Communications.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Designs, implements, and maintains a computerized fire department records management system, including developing and recommending policies for its use and maintaining equipment replacement schedule. Examines and evaluates existing records management system in order to develop new or to recommend improvements in systems format, use, and control. Confers with department personnel to identify problems and to gather suggestions for improvements to records management system. Assures that the departmental records management system is kept current and maintained for the purposes of tracking departmental activity. Prepares correspondence and develops new forms as required for the dissemination of information relative to the information management process.

Implements and maintains department network servers. Installs, modifies, and makes repairs to department computer hardware and software systems and provides technical assistance and training to system users. Installs or assists department personnel in installation of hardware and peripheral components, such as monitors, keyboards, printers, and disk drives following design or installation specifications. Loads software such as operating systems, word processing, or spreadsheet programs into computers and assists network providers in setting up computer network.

Maintains inventory records on all department owned computer hardware and peripherals. Performs software audits to insure compliance with all software license agreements and maintains inventory records and security of department's licensed software.

Instructs users in the use of equipment, software, and manuals. Responds to inquiries concerning problems with systems and/or operations and performs remedial actions to correct problems based on knowledge of system operation. Arranges for outside repairs of departmental computer equipment and follow-ups on all repairs to assure that the work was properly accomplished. Assists network providers in overseeing the maintenance of the local computer network.

May respond to critical Information/Technology emergencies when they occur including after normal business hours. Maintains Mobile Data Terminals on all department first responder vehicles including interfacing with the records management system, repairing, replacement, and training. Maintains fire department radio and voice recording system, rapid entry key system, providing technical assistance where needed. Produces hologram identification cards for fire department personnel.

Meets with computer hardware and software vendors to review products related to the departmental records management system. Makes recommendations for the purchase of computer network equipment and software. Maintains equipment replacement schedule. Orders and distributes supplies and equipment as required.

Maintains records on all computer equipment and accessories for the department. Submits to the proper authority information used to create a budget for the department's Information/Technology division as well as a plan for replacement, maintenance and upgrades to all I/T equipment.

Promotes a positive image of the department in the daily performance of duties by interacting with the public, and state and local agencies. Provides assistance to other public safety agencies during emergencies in order to share information and data.

Performs any related duties assigned.

QUALIFICATION REQUIREMENTS
Unless otherwise specified, all requirements must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration

of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Applicant must possess one of the following: high school diploma, general educational development (G.E.D.)certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or G.E.D. certificate.

Must have a minimum of five (5) years experience in electronic computer or communications equipment related field with a working knowledge in data and telecommunications systems, including installing and maintaining Local Area Networks.